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grammatically correct and plagiarism free. Be sure to address that section only. Also be sure to update the references section with whatever sources you use. Assignment You have convinced the management team that a phone-based solution is not the most appropriate solution. Your recommendation is to





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set up a self-service-based support environment. Take this opportunity to prepare a report for the management team describing what self-service support entails and how a Web-based solution can be implemented to meet the request. Include a discussion about the tools that are available with Web-based





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support and how real-time assistance differs from delayed assistance and is implemented in a Web-based solution. Also, as a very important tool involved in any help desk environment, but arguably more important in a self-service support environment, describe what a knowledge base is and how it plays



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